PERFORMANCE MANAGEMENT AND DATA ANALYST I

DEFINITION OF CLASS:

This is beginning level professional staff work in performance management and data analysis for the Office of the County Executive in Montgomery County Government. Employees in the class monitor and improve the performance of County services by working closely and collaboratively with County departments and agencies within an assignment portfolio. The work involves collecting data and information, developing presentations, conducting research and analyses, and recommending data driven solutions. Employees assist departments with business process improvements using a range of analytical tools and methods. The results of their work ensures government accountability and transparency for the residents and employees of the County. Work contacts include the County Executive, elected officials, department and division directors, program managers, County fiscal and policy staff, external vendors, staff from County agencies, peers and contacts in external private and public organizations and industry resources. The nature and purpose of interactions involve exchanging routine information, gathering information, explaining data submission and other requirements, coordinating schedules or meetings and resolving problems or issues. Employees will be required to speak before the County Executive and other officials, citizen groups and the public regarding generally straightforward and noncontroversial issues. The work of this class does not require employees to provide direct public service or assistance on a one-to-one basis.

Employees in the class determine and carry out the successive steps or methods needed to complete primarily conventional and standard assignments. The supervisor or a Senior/Lead Performance Management and Data Analyst define the objectives, timeframes and priorities of the assigned work. The completed work products are reviewed to ensure accuracy, completeness and conformance with established standards and technical soundness. Employees have access to supervisory guidance when encountering unusual or difficult circumstances or obstacles. Guidelines in the form of established policies and precedents for conducting performance and operational reviews and analyses within the assigned work areas are available but may require some modification or adjustment to fit current circumstances. Work is made complex by the variety and types of data and information received from different organizational units. Employees base their decisions on results of analyses and select a course of action from a variety of available alternatives. Their decisions affect operations and policies which impact the services provided to the clients and residents of the County. Work is performed in an office environment with occasional site visits to County facilities. Employees may be subject to various work demands such as high volumes of work and tight deadlines.

EXAMPLES OF DUTIES: (ILLUSTRATIVE ONLY)
• Collects, analyzes and interprets data and information from County departments, information systems and other sources to identify opportunities for enhanced productivity and efficiency in discrete management programs and operations.

- Participates in data analytics projects using qualitative and quantitative investigative techniques, fact finding methods such as interviews, performance evaluations, statistical analysis, surveys, site visits and observations.
- Conducts studies and analyses of datasets to uncover performance trends using a variety of tools and systems including business intelligence software, customer relationship management software, geospatial mapping software, open data platforms, statistical analysis applications, data integration and manipulation tools and techniques.
- Establishes performance metrics and works with departments to identify problem areas and potential solutions.
- Assists in the development of performance plans to ensure that plans align with County Executive priorities.
- Develops or participates in the development of logical business models, relational databases and other data repositories.
- Works with departments to identify best practices, resources and alternatives for meeting objectives, timeliness and transparency of data.
- Synthesizes and communicates ideas and information to department managers and program managers and other staff and program stakeholders by developing user friendly presentations; dashboards, applications, online performance metrics and reports.
- Provides input or assists in advising the Chief Administrative Officer on organizational and operational performance trends, challenges and issues during regularly scheduled meetings.
- Participates in giving presentations and facilitating meetings with diverse audiences.
- Provides input or assists in making recommendations to the Chief Administrative Officer, the Assistant Chief Administrative Officer and department directors to include options and alternatives to improve policies and programs in a fiscally responsible manner.
- Establishes and maintains collaborative relationships with assigned departments and agencies.
- Provides technical advice and guidance to assigned departments in the analysis and interpretation of program, operations and service area data.
- Culls information through benchmarking and best practices activities by attending meetings, conferences and networking with peers and subject matter experts.
- Performs related duties.

KNOWLEDGE, SKILLS AND ABILITIES:
- Knowledge of the principles, practices, methods and techniques of quantitative and qualitative analysis, performance measurement and management policy analysis, program evaluation and process improvement.
- Knowledge of the technology, methods and tools used in data gathering, data analysis and interpretation.
- Skill in critical thinking and problem solving to reconcile data and information from diverse organizational units.
- Skill in facilitating the problem resolution among groups of individuals with divergent viewpoints and interests.
- Skill in comprehending and analyzing multiple organization operations and structures and making technically and fiscally sound recommendations.

- Skill in presenting and communicating ideas and information to department managers, program managers and program stakeholders by developing user friendly presentations; dashboards, applications, online performance metrics and reports.
- Ability to use automated systems, technology and software as tools for analyzing data and information.
- Ability to establish and maintain effective working relationships.
- Ability to work tactfully and equitably with people.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

MINIMUM QUALIFICATIONS:
Experience: Two (2) years of professional experience performing data analysis and interpretation, program evaluation and/or process improvement in an academic, data administration or business data analytics environment.
Education: Graduation from an accredited college or university with a Bachelor's Degree in Information Systems, Information Technology, Computer Science, Operations Research, Business Administration, Economics, Public Administration, Public Policy, Management, Finance, Statistics, Engineering or related field.
Equivalency: (1) An equivalent combination of education and experience may be substituted.
(2) Possession of a graduate degree in the above fields may be substituted for one year of the required experience.

LICENSE: None.

PROBATIONARY PERIOD:
Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period

MEDICAL EXAM PROTOCOL: Medical History Review

Class Established: April, 2017
Revised: July 2017